High Sick Leave Consumption
Metro Parks
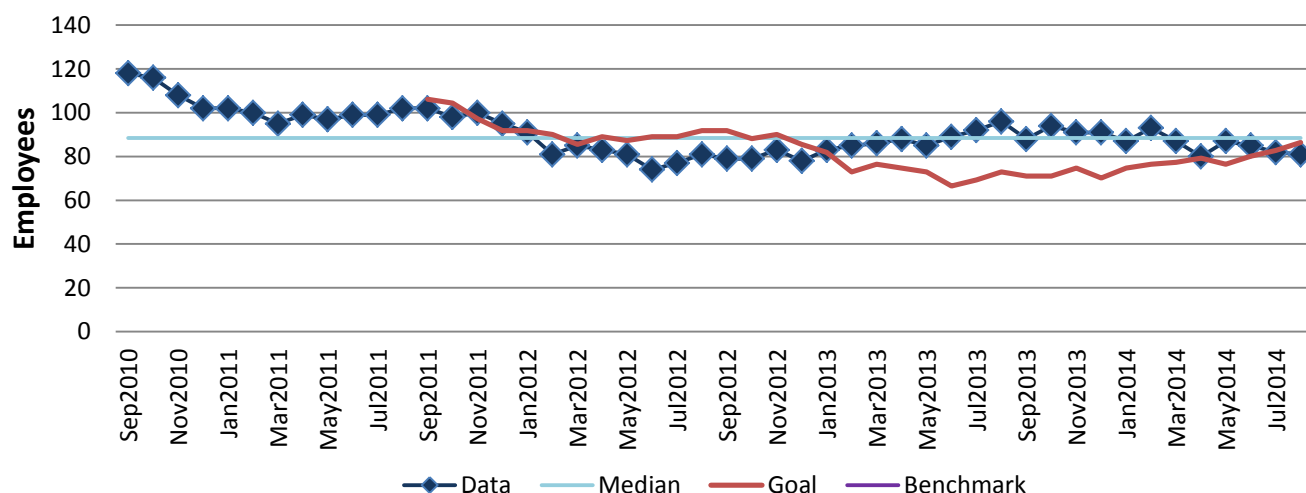
LouieStat

KPI Owner: Nancy Ray	Process: Sick Leave Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY12, Avg 81 employees per month Goal: Reduce the high number of employees by 10% of same month in previous year Benchmark: 15% of total employees	Data Source: Psoft Payable Time Goal Source: Dept Mgmt Team Benchmark Source: OPI Internal Study	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions Measurement Method: The number of employees in a department who have used 9 or more out of 12 sick days in a 12 month period Why Measure: Promote a culture where sick time is used appropriately Next Improvement Step: Work with a cross-functional team of HR administrators to discuss/research best practices to improve sick policy and procedures.

How Are We Doing?

Sep2013-Aug2014 12 Month Avg Goal	Sep2013-Aug2014 12 Month Average		Aug2014 Goal	Aug2014 Actual	
77	**87**	🔴	**86**	**81**	🟢
Employees	Employees		Employees	Employees	

High Sick Leave Consumption

⬇ Good

The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.